

Arizona Association of REALTORS®
2011 Professional Standards Statistics

ETHICS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Complaints filed	26				26
In process - current year	26				26
In process - prior year	66				66
Filed by Members	6				6
Filed by Public	20				20
Withdrawn prior to GVC	1				1
Not reviewed by GVC	3				3

GRIEVANCE COMMITTEE					
Forwarded	20				20
Dismissed	7				7
Held in Abeyance	1				1

HEARINGS					
Held	7				7
Pending	20				20
Withdrawn prior to hearing	0				0
No-shows	0				0
Found with violations	2				2
Found with no violations	5				5
Appeals	1				1
Rehearing	0				0

	ARTICLES CHARGED			Hearing Results	
	Charged YTD	Forwarded YTD	Dismissed YTD	EXCOM No Violation YTD	EXCOM Violation YTD
Article 1	16	7	9	10	2
Article 2	10	5	5	11	1
Article 3	3	0	3	12	0
Article 4	1	0	1	12	0
Article 5	2	0	2	12	0
Article 6	0	0	0	12	0
Article 7	1	1	0	12	0
Article 8	0	0	0	12	0
Article 9	3	2	1	12	0
Article 10	1	0	1	12	0
Article 11	0	0	0	12	0

Article 12	3	1	2	11	1
Article 13	0	0	0	12	0
Article 14	1	0	1	12	0
Article 15	1	0	1	11	1
Article 16	2	0	2	11	1
Article 17	0	0	0	12	0

DISCIPLINE RECOMMENDED	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Letter of Warning	2				2
Letter of Reprimand	2				2
Education	3				3
Probation	0				0
Suspension	0				0
Expulsion	0				0
Fines - \$250 to \$5,000	1				1

ARBITRATIONS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	5				5
In process - prior year	1				1
Filed by Members	5				5
Filed by Public	0				0
Resolved prior to GVC	0				0

GRIEVANCE COMMITTEE					
Dismissed	1				1
Forwarded / Mandatory	3				3
Forwarded / Voluntary	0				0

HEARINGS					
Held	3				3
Pending	3				3
Withdrawn prior to hearing	1				1
Dismissed by panel	0				0
Procedural reviews heard	0				0

MONETARY AWARDS	Requests YTD	Awards YTD
\$0 - \$999	1	0
\$1,000 - \$3,000	2	0
\$3,001 - \$5,000	1	0
\$5,001 - \$10,000	1	0
\$10,001 - \$20,000	0	0
\$20,001 + Over	0	0

OMBUDSMAN					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	14				14
In process	0				0
Resolved	9				9
Unresolved	4				4
Involved existing ethics complaint	0				0
Resolved existing ethics complaint	0				0

MEDIATION / NO COMPLAINT FILED					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	3				3
In Process	2				2
Filed by Member	3				3
Filed by Public	0				0
Held	0				0
Success	0				0
Unsuccessful	0				0
Withdrawn	0				0
No Action / Refused by Member	1				1
No Action / Refused by Public	0				0

MEDIATION of ETHIC COMPLAINTS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	10				10
In Process	2				2
Filed by Member	2				2
Filed by Public	8				8
Held	0				0
Success	0				0
Unsuccessful	0				0
Withdrawn	1				1
No Action / Refused by Member	0				0
No Action / Refused by Public	3				3

MEDIATION of ARBITRATION DISPUTES					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	2				2
In Process	2				2
Filed by Member	2				2
Filed by Public	0				0
Held	0				0
Success	0				0

Unsuccessful	0				0
Withdrawn	0				0
No Action / Refused by Member	2				2
No Action / Refused by Public	0				0